

Primary Care Onboarding Guide

**Steps for setting up a COVID-19 vaccination site**

Version 2.1

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##### Document control

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| 1.0 | 19 July 2021 |  |
| 2.1 | 3 August 2021 | Updates to logistics guidance |

Note: This document is regularly updated. For the most up-to-date version, please visit the Ministry of Health (MoH) [website](http://www.health.govt.nz)

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# Section 1: Introduction

Primary Care providers are a critical component of the New Zealand COVID-19 vaccination rollout.

This Onboarding Guide is for primary care providers who have been commissioned by their local DHB or primary health organisation (PHO). The guidance provided assumes an agreement between the primary care provider and DHB/PHO is signed, and the proposed vaccination site is appropriately accredited.

This Onboarding Guide references and should be read in conjunction with:

* + [COVID-19 Vaccine Operating Guidelines](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals)
  + [BioNTech/Pfizer COVID-19 Vaccine and Immunisation Programme Planning Blueprint: Planning blueprint: Workplace sites](https://www.health.govt.nz/system/files/documents/pages/workplace-sites-service-design-blueprint-09072021.pdf)
  + [The Immunisation Handbook 2020](https://www.health.govt.nz/publication/immunisation-handbook-2020)
  + New Zealand COVID-19 Immunisation Programme Service Standards
  + Professional body clinical and quality standards (including RNZCGP, RNZCUC,   
    PSNZ, CNNZ)

## Timeframes and DHB engagement

The starting point for establishing vaccination sites is a formal commissioning agreement with your local DHB. The onboarding process follows, providing guidance on clinical, workforce, technology, and logistics considerations.

Timeframes for DHB or PHO preparations can vary. Formal DHB sign-off is required prior to engaging with the Ministry of Health (the Ministry). **Please allow ten (10) working days** to process the relevant technology, payment, and logistics after submitting your initial site information.

## Clinical leadership and vaccination sites

Becoming a COVID-19 vaccination site can be complex, involving engagement with both your local DHB and/or PHO and the Ministry. To ensure patient safety, vaccination sites will need an appointed clinical site lead to navigate the onboarding process. Clinical site leads are accountable for meeting **clinical safety and quality standards** at their site, as well as supporting **planning, clinical governance, quality, and safety management** processes.

## Equity

Vaccination sites should be accessible to all members of your community and provide for equitable outcomes for Māori, Pacific, other ethnic communities, and people with disability. Take reasonable steps to improve access and reduce potential inequalities, such as:

* incorporating Te Tiriti O Waitangi considerations into your site setup and workforce (such as karakia, engaging with local Iwi, Hapū and whānau)
* site and location considerations for Māori and Pacific (such as accessibility, location, language)
* ensuring access for people with disability. Visit the [Ministry of Health](https://www.health.govt.nz/our-work/making-services-better-users/community-engagement-people-disabilities/accessibility-engagement-and-reporting-process/venue-accessibility) for more information on venue accessibility
* ensuring staff are educated in disability equity issues and know how to employ a rights-based approach. A 30-minute eLearning is available through the Ministry of Health [LearnOnline](https://learnonline.health.nz/enrol/index.php?id=443) website

# Section 2: The onboarding journey

###### Onboarding steps

Step one  
Site setup

Step two  
Clinical   
considerations

Step three  
Workforce training  
and onboarding

Step four  
Invitations and  
 bookings

Step five

Inventory, forecasting,

vaccine ordering

Step six  
Vaccination

Step seven  
Payments and   
invoicing

**Step eight  
Payments and   
invoicing – PPD**

**Step nine  
Reporting and   
monitoring**

Step one – site setup

| Steps | Supporting documents | Where to get help | Checklist |
| --- | --- | --- | --- |
| 1 Complete the COVID-19 Immunisation Register (CIR) site setup form  * + *Send to* [COVID-19.logistics@health.govt.nz](mailto:Covid-19.logistics@health.govt.nz) [with Ministry of Health regional account manager cc’d] | Site setup form  Site setup form ([Operating Guidelines](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals) - Appendix B) –  Or contact your [Insert DHB operations lead contact] | Site setup  [Insert DHB/PHO operations lead contact]  [Insert Ministry of Health regional account manager contact] | * Site setup form completed * Site setup form submitted for sign-off by DHB CE |
| 2 Complete national immunisation booking system (NIBS) form (if using) Send to [DHB/PHO operations lead] | NIBS form (if using) – contact your [Insert DHB operations lead contact] to request the form  COVID-19 Vaccine Immunisation Programme Service Standards | Technology Ministry of Health CVIP helpdesk  0800 223 987 (daily 8am-6pm) [help@c-19imms.min.health.nz](mailto:help@c-19imms.min.health.nz)  For other technology queries such as browsers, internet, hardware, please contact your IT provider | * NIBS setup form completed  (if using) |
| 3 Order site collateral Submit order for signage and patient collateral to *[DHB communications lead]* | [Operating Guidelines – Ordering Site Collateral](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals) | [Insert DHB communications lead contact] | * Site collateral ordered |
| 4 Complete site checklist | Site checklist   * + [Site checklist (Operating Guidelines – Appendix A)](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals) | [Insert DHB/PHO operations lead contact]  [Primary Care planner sessions](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MDM2ODM5YmItYTlmMC00ZDczLWE2YzEtM2VmMmEyNTA1ZWFi%40thread.v2/0?context=%7b%22Tid%22%3a%2223cec724-6d20-4bd1-9fe9-dc4447edd1fa%22%2c%22Oid%22%3a%22d8acfd15-4f30-427b-8a87-8af7c7726522%22%7d) (3-4pm Monday-Friday, 5.30-6.30pm Tuesdays and Thursdays) | * Site checklist completed |

Step two  
Clinical   
considerations

Step two  
Clinical   
considerations

Step two  
Clinical   
considerations

Step two  
Clinical   
considerations

Step two  
Clinical   
considerations

Step two – clinical considerations

| Steps | Supporting documents | Where to get help | Checklist |
| --- | --- | --- | --- |
| 1 Confirm clinical oversight, governance, and quality processes at site | [HQSC Clinical Governance Advice](https://www.hqsc.govt.nz/assets/Capability-Leadership/PR/HQS-ClinicalGovernance.pdf)  [Operating Guidelines - Clinical Leadership](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals#operate)  [Vaccine Planning Blueprint](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals)  COVID-19 Vaccine Immunisation Programme Service Standards | [Insert DHB/PHO clinical lead]  Local PHO  For detailed guidance, refer to your professional body for example RNZCGP foundation standards | * Clinical governance processes and frameworks in place for site, communicated to teams |
| 2 Confirm clinical safety and incident management processes | [HQSC SAC Rating and Triage Tool](https://www.hqsc.govt.nz/assets/Reportable-Events/Publications/National_Adverse_Events_Policy_2017/SAC_rating_and_triage_tool_WEB_FINAL.pdf)  [Vaccine Planning Blueprint](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals)  [Incident Process Steps (Operating Guidelines)](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals) |  | * Detection, mitigations, and reporting processes in place for incidents, errors, and adverse events |
| 3 Determine site equity considerations and plan | [Disability planning and accessibility](https://www.health.govt.nz/our-work/making-services-better-users/community-engagement-people-disabilities/accessibility-engagement-and-reporting-process/venue-accessibility) at Ministry of Health website  Disability eLearning [LearnOnline](https://learnonline.health.nz/enrol/index.php?id=443) | [Insert DHB/PHO operations lead contact] | * Equity challenges identified, mitigations in place |

Step three  
Workforce training  
and onboarding

Step three – workforce training and onboarding

| Steps | Supporting documents | Where to get help | Checklist |
| --- | --- | --- | --- |
| 1 Determine workforce requirements (numbers and types of roles) | [Operating Guidelines – Preparing the Vaccination Site Workforce](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals) | [Primary Care planner sessions](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MDM2ODM5YmItYTlmMC00ZDczLWE2YzEtM2VmMmEyNTA1ZWFi%40thread.v2/0?context=%7b%22Tid%22%3a%2223cec724-6d20-4bd1-9fe9-dc4447edd1fa%22%2c%22Oid%22%3a%22d8acfd15-4f30-427b-8a87-8af7c7726522%22%7d) (3-4pm Monday-Friday, 5.30-6.30pm Tuesdays and Thursdays)  Local PHO | * Assigned workforce to clinical and  non-clinical functions required at vaccination site |
| 2 Send IMAC link to complete relevant training: Once your DHB workforce lead receives notification that your staff have completed the required training, access to the CIR will be arranged. | User onboarding process compulsory training materials:  Technology, user roles and training matrix  [A guide to the IMAC COVID-19 education course processes](https://covid.immune.org.nz/workforce/covid-19-authorised-vaccinator-education-course)  CIR user request form (provided by DHB workforce lead)  [IMAC preparation and administration document](https://covid.immune.org.nz/sites/default/files/2021-06/Instructions%20for%20Pfizer%20BioNTech%20Vaccine%20Preparation%20and%20Administration.pdf) | [IMAC](https://lms.immune.org.nz/user/register) [Link to eLearning courses](https://lms.immune.org.nz/user/register)  [Insert DHB/PHO workforce lead contact] | * Workforce has received links/details to complete relevant training * IMAC training completed for vaccinators, site administrators * DHB acknowledged training complete * Registration for CIR and NIBS submitted by DHB workforce lead |
| 3 Ensure the workforce have been provided access to relevant solutions and that they have logged on to reset their password within 24 hours | User onboarding CIR | [Insert DHB/PHO workforce lead contact] Ministry of Health CVIP helpdesk 0800 223 987 (daily 8am-6pm) [help@c-19imms.min.health.nz](mailto:help@c-19imms.min.health.nz) | * Workforce have activated their access to required systems  such as NIBS, CIR, inventory portal, payments |

Step four  
Invitations and  
 bookings

Step four – invitations and bookings

| Steps | Supporting documents | Where to get help | Checklist |
| --- | --- | --- | --- |
| 1 Complete BMV/NIBS training | Technology, user roles and training matrix  COVID-19 Vaccine Immunisation Programme Service Standards | [Primary Care planner sessions](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MDM2ODM5YmItYTlmMC00ZDczLWE2YzEtM2VmMmEyNTA1ZWFi%40thread.v2/0?context=%7b%22Tid%22%3a%2223cec724-6d20-4bd1-9fe9-dc4447edd1fa%22%2c%22Oid%22%3a%22d8acfd15-4f30-427b-8a87-8af7c7726522%22%7d) (3-4pm daily, 5.30-6.30pm Tuesdays and Thursdays) | * BMV/NIBS user training complete |
| 2 Confirm BMV/NIBS access for site admin/concierge (one to two people per site) | [How to manage bookings and hours – quick step guide](https://ncts--circlassrm.my.salesforce.com/sfc/p/" \l "2O000000ABRb/a/2O0000000pEc/XbDb6ViOMN8FlfUTKINmsXwFY7noW8W74jmaII4gqwo)  [Managing site capacity using overrides](https://ncts--circlassrm.my.salesforce.com/sfc/p/" \l "2O000000ABRb/a/2O0000000pEh/4nQ9tjoAjfdGgBFfdDdJvQcigFbcwaPW3SQc6_PlnOY)  User onboarding for BMV/NIBS | Ministry of Health CVIP helpdesk 0800 223 987 (daily 8am-6pm) [help@c-19imms.min.health.nz](mailto:help@c-19imms.min.health.nz)  Join a Teams drop in session at <https://tinyurl.com/yty4q6td>  (9.30am-10.30am Mon-Fri) | * BMV/NIBS access confirmed for site users (one to two) |
| 3 Configure site availability and capacity |  | [Insert DHB/PHO operations lead] | * Site availability confirmed by site admin/concierge |
| 4 Confirm site bookings in BMV/NIBS |  |  | * Bookings reviewed by site admin/concierge |

Step five  
Inventory, forecasting,   
vaccine ordering

Step five – inventory, forecasting, vaccine ordering

| Steps | Supporting documents | Where to get help | Checklist |
| --- | --- | --- | --- |
| 1 Confirm vaccine capacity and completion of the site setup form | Forms *Site setup form, sent to* [COVID-19.logistics@health.govt.nz](mailto:Covid-19.logistics@health.govt.nz)  [*with Ministry of Health regional account manager cc’d]* Guidance  * [Logistics cheat sheet – Operating Guidelines](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals#operate) | [Insert DHB/PHO inventory lead contact]  [Insert Ministry of Health regional account manager contact]  Ministry of Health CVIP helpdesk – Passwords/after-hours support  0800 223 987 (8am-6pm) [help@c-19imms.min.health.nz](mailto:help@c-19imms.min.health.nz) | * Vaccination capacity confirmed * Site setup form completed |
| 2 Complete forecasting and ordering vaccines and consumables Forecasting  Vaccine ordering and logistics  Consumables  PPE  Communications materials | Guidance  * + [Operating Guidelines - Logistics and Inventory Management](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals)   + [Inventory Training Videos](https://ncts--circlassrm.my.salesforce.com/sfc/p/#2O000000ABRb/a/2O0000000tP6/gI1Jw_7mP7_YGpeCWbbv_apN1PesEyM.utqZVTY46hU) -Placing an order   + [Inventory Orders Portal Quick Step Guide](https://ncts--circlassrm.my.salesforce.com/sfc/p/" \l "2O000000ABRb/a/2O0000000pxW/3sIe4k.UKwu59UETGjmFbLx2xoHLTUzssro9t2jdFZU)   + DHB ordering communications materials and guidance  Forms  * + DHB ordering and logistics guidance | [Insert DHB communications lead contact]  [Insert DHB inventory lead contact]  [Primary Care planner sessions](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MDM2ODM5YmItYTlmMC00ZDczLWE2YzEtM2VmMmEyNTA1ZWFi%40thread.v2/0?context=%7b%22Tid%22%3a%2223cec724-6d20-4bd1-9fe9-dc4447edd1fa%22%2c%22Oid%22%3a%22d8acfd15-4f30-427b-8a87-8af7c7726522%22%7d) (3-4pm Monday-Friday, 5.30-6.30pm Tuesdays and Thursdays) Ministry of Health logistics team 0800 335 778 (daily 9am-5pm) [COVID-19.logistics@health.govt.nz](mailto:Covid-19.logistics@health.govt.nz) (8am-8pm) | * Vaccine, consumables and supporting materials (PPE, communications material) ordered and received in advance of bookings |
| 3 Review inventory management and disposal Stocktake, review, disposal, and wastage | [Operating Guidelines - Logistics and inventory management](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals)  [Operating Guidelines – Interwaste disposal](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals) | [Insert DHB inventory lead contact] Interwaste disposal 0800 102 131 (business hours) | * Inventory consumption, wastage and stock on hand captured, per DHB guidance * Confirm Interwaste disposal contract is in place |

Step six  
Vaccination

Step six – vaccination

Step seven  
Payments and   
invoicing

| Steps | Supporting documents | Where to get help | Checklist |
| --- | --- | --- | --- |
| 1 Complete reception/pre-vaccination event | [Operating Guidelines – Vaccination and Observation](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals)  [CIR Reception Quick Step Guide](https://ncts--circlassrm.my.salesforce.com/sfc/p/#2O000000ABRb/a/2O0000000sA9/bbdjFrwQRo7LLjhNcmImvpKwVQ8Jr7_BPnwUj1si7Qk) | Clinical vaccine queries 0800 IMMUNE (466 863), option 1 (health professionals) and then option 2 (COVID-19 vaccinator support) CIR technical support CIR technical support for booking and access: [help@c-19imms.min.health.nz](mailto:help@c-19imms.min.health.nz)  or 0800 223 987 (daily 8am-6pm)  Join a Teams drop in session at <https://tinyurl.com/yty4q6td>  [Primary Care planner sessions](https://teams.microsoft.com/l/meetup-join/19%3ameeting_MDM2ODM5YmItYTlmMC00ZDczLWE2YzEtM2VmMmEyNTA1ZWFi%40thread.v2/0?context=%7b%22Tid%22%3a%2223cec724-6d20-4bd1-9fe9-dc4447edd1fa%22%2c%22Oid%22%3a%22d8acfd15-4f30-427b-8a87-8af7c7726522%22%7d) (3-4pm Monday-Friday, 5.30-6.30pm Tuesdays and Thursdays)   * + [Working with CIR Suite drop-in sessions](https://scanmail.trustwave.com/?c=15517&d=wbOJ4coFGHmwMPacdIcFBGb4XI4ote2-KBXW8o1mEA&u=https%3a%2f%2fteams%2emicrosoft%2ecom%2fl%2fmeetup-join%2f19%253ameeting%5fY2JmMzI4MDYtNTdiNy00ZjQzLTg1ZTEtMjYzZTU3MWIyOTU2%2540thread%2ev2%2f0%3fcontext%3d%257b%2522Tid%2522%253a%252223cec724-6d20-4bd1-9fe9-dc4447edd1fa%2522%252c%2522Oid%2522%253a%2522d8acfd15-4f30-427b-8a87-8af7c7726522%2522%257d) (12-1pm Monday-Friday) | * Patient identity confirmed * Patient does not have COVID-19 symptoms * Consent form (if used) completed * Pre-vaccination clinical assessment completed |
| 2 Administer vaccination | [Operating Guidelines](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals) - Vaccination and Observation  COVID-19 vaccination information and consent pack  [Immunisation Handbook](https://www.health.govt.nz/our-work/immunisation-handbook-2020/5-coronavirus-disease-covid-19)  [IMAC training](https://lms.immune.org.nz/)  [CIR Vaccination Quick Step Guide](https://ncts--circlassrm.my.salesforce.com/sfc/p/#2O000000ABRb/a/2O0000000pC7/XIcbHk9Yz7mvrCZIjzQVRIbH7XPhz5jaXh7NFZCTVQo) | * Consent recorded in CIR * Vaccine administered and recorded in CIR * Written consent form  (if used) collected and uploaded into CIR |
| 3 Complete observation Monitor patient for 20 minutes for any adverse events, and record if required | [COVID-19 Vaccine Operating Guidelines](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals)  [– Proof of Vaccination](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals)  [CIR Observation Quick Step Guide](https://ncts--circlassrm.my.salesforce.com/sfc/p/" \l "2O000000ABRb/a/2O0000000pC2/K8VxDR1phdySLIVRYcTFqZToiEwqSyBKZGpfig64A1g)  [Recording overseas vaccinations](https://ncts--circlassrm.my.salesforce.com/sfc/p/#2O000000ABRb/a/2O0000000ob6/xlIbwZwr.4PALyYOW6AqV_d_JDD5kmDJoADHkKVIreQ) | * Patient released from observation as appropriate |
| 4 Monitor patient post event Support patients where appropriate to record post observation adverse events  Report any serious incidents as they arise | [COVID-19 Vaccine Operating Guidelines  – Vaccination and Observation](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals)  [CARM form](https://report.vaccine.covid19.govt.nz/s/)  [CIR Adverse Event Quick Step Guide](https://ncts--circlassrm.my.salesforce.com/sfc/p/#2O000000ABRb/a/2O0000000nBG/wFtfnp5PugWIVdH.rPHoCOtpoI8FT0IV5tbLg.Vgpm8) | * Adverse events recorded where appropriate |

Step seven – payments and invoicing

| Steps | Supporting documents | Where to get help | Checklist |
| --- | --- | --- | --- |
| 1 Complete agreement (step completed before site setup) | Payment and invoicing guidelines Payment and invoicing guidance | [Insert Ministry of Health regional account manager contact]  [Insert DHB/PHO operations lead contact] | * Active contract in place with DHB * Confirm agreement details (agreement number and payment mechanism) |
| 2 Record vaccination – select correct provider organisation | Recording a vaccination (CIR) [CIR Vaccination Quick Step guide](https://ncts--circlassrm.my.salesforce.com/sfc/p/#2O000000ABRb/a/2O0000000pC7/XIcbHk9Yz7mvrCZIjzQVRIbH7XPhz5jaXh7NFZCTVQo) | CIR helpdesk [help@c-19imms.min.health.nz](mailto:help@c-19imms.min.health.nz) or  0800 223 987 (daily 8am-6pm) | * Correct provider selected, vaccine administered and recorded in CIR |
| 3 Submit invoice |  | Payment queries Invoice provider payments [providerinvoices@health.govt.nz](mailto:providerinvoices@health.govt.nz) Contract queries Contract setup helpdesk[dunedinaasupport@health.govt.nz](mailto:dunedinaasupport@health.govt.nz) | * Confirm vaccine volumes * Send invoices |

**Step eight  
Payments and   
invoicing – PPD**

Step eight – payments and invoicing – Price Per Dose (PPD)

| Steps | Supporting documents | Where to get help | Checklist |
| --- | --- | --- | --- |
| 1 Complete agreement (step completed before site setup) | Forms *Site setup form, sent to* [COVID-19.logistics@health.govt.nz](mailto:Covid-19.logistics@health.govt.nz) [ *with Ministry of Health regional account manager cc’d]* | [Insert Ministry of Health regional account manager contact]  [Insert DHB/PHO operations lead contact] | * Agreement signed and contract number issued * Contract number provided in site setup form * Provider facility and site communicated to workforce |
| 2 Record vaccinations – select correct provider organisation | Recording a vaccination (CIR) [[CIR Vaccination Quick Step guide](https://ncts--circlassrm.my.salesforce.com/sfc/p/#2O000000ABRb/a/2O0000000pC7/XIcbHk9Yz7mvrCZIjzQVRIbH7XPhz5jaXh7NFZCTVQo)](https://ncts--circlassrm.my.salesforce.com/sfc/p/) | CIR helpdesk [help@c-19imms.min.health.nz](mailto:help@c-19imms.min.health.nz) or 0800 223 987 (daily 8am-6pm) | * Correct provider selected, vaccine administered and recorded in CIR |
| 3 Run payments management report, update payment details (if required) and invoice reconciliation | CIR Training and guidelines [Payment management report quick step guide](https://ncts--circlassrm.my.salesforce.com/sfc/p/#2O000000ABRb/a/2O0000000tf3/jOzjogQuH348UefQj3S.QJUrXaz2sdENQaGglVh9TmQ) | Report access [help@c-19imms.min.health.nz](mailto:help@c-19imms.min.health.nz)  or 0800 223 987 (daily 8am-6pm) Contract queries Contract setup helpdesk[dunedinaasupport@health.govt.nz](mailto:dunedinaasupport@health.govt.nz) Payment helpdesk Contract setup helpdesk[CovidPaymentSupport@health.govt.nz](mailto:CovidPaymentSupport@health.govt.nz) | * Run report and check for any payment issues (such as negative or failed status) * Vaccination record updated (if required) * Confirm payment received * Receipt (BCTI) file received (weekly), please allow up to two (2) weeks for NZ Post delivery) |

**Step nine  
Reporting and   
monitoring**

Step nine – reporting and monitoring

| Steps | Supporting documents | Where to get help | Checklist |
| --- | --- | --- | --- |
| 1 Access reporting in CIR | CIR training and guidelines [Site Summary Quick Step Guide](https://ncts--circlassrm.my.salesforce.com/sfc/p/#2O000000ABRb/a/2O0000000nBV/jl_SYzSn3_prPNsthcf0ssYBWDqPggIgJz7CII3SUD8) | CIR helpdesk [help@c-19imms.min.health.nz](mailto:help@c-19imms.min.health.nz)  or 0800 223 987 (daily 8am-6pm) | * Training materials have been read and understood * CIR account has been activated and successfully logged into * Access to site overview tab * View and monitor graphs and reports |
| 2 Access reporting in NIBS | NIBS training and guidelines [NIBS site admin – reports guide](https://ncts--circlassrm.my.salesforce.com/sfc/p/#2O000000ABRb/a/2O0000000tfc/Luw3pTCs5bvrH3BFfXsfxdBAv.McA8bkxBelXf2atrQ)  NIBS – Train the Trainer Manual [Contact your local DHB for guidance]  NIBS – Training Manual [Contact your local DHB for guidance] | NIBS technical support for booking, access, and queries  help@c-19imms.min.health.nz or 0800 223 987 (daily 8am-6pm)  Join a Teams drop in session at <https://tinyurl.com/yty4q6td>  [times TBC] | * Training materials have been read and understood * AVMS account has been activated and successfully logged into * Access to reports tab * Review, monitor and export reports |

# Section 3: Questions and feedback

## Updates

This document will be updated regularly to reflect changes in policy and guidance, new technology functionality, and feedback from primary care providers. Future iterations will be available on the Ministry of Health [website](https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-vaccines/covid-19-vaccine-information-health-professionals#operate) under COVID-19 - information for health professionals.

## Feedback and questions

We welcome feedback and questions on the use of this onboarding guide. Please submit your questions and feedback to Onboarding@Health.govt.nz, where we will confirm receipt within 24 hours. If you have questions specific to a component of onboarding, please refer to the contact list below.

| Topic | Contact Details |
| --- | --- |
| Site setup(NIBS)Payments and invoicing | Ministry of Health CVIP helpdesk 0800 223 987 (8am-6pm) [help@c-19imms.min.health.nz](mailto:help@c-19imms.min.health.nz) |
| Clinical vaccination queries | Clinical vaccine queries 0800 IMMUNE (466 863), option 1 (health professionals)  and then option 2 (COVID-19 vaccinator support) |
| Logistics (including ordering, inventory, delivery queries) | Ministry of Health logistics team 0800 335 778 (daily 9am-5pm) [COVID-19.logistics@health.govt.nz](mailto:Covid-19.logistics@health.govt.nz) (8am-8pm) |

# Section 4: Glossary

## Glossary of terms

## Abbreviations

| Abbreviation | Full name |
| --- | --- |
| BCTI | Buyer-created tax invoice |
| CIR | COVID-19 immunisation register |
| DHB | District health board |
| IMAC | Immunisation advisory centre |
| BMV | Book my Vaccine (previously known as NIBS) |
| NIBS | National immunisation booking system |
| PHO | Primary health organisation |
| PPD | Price per dose |
| The Ministry | Ministry of Health |
| PPD | Price per dose |
| The Ministry | Ministry of Health |

# References

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